

COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

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January 13, 2006

TO: Mayor Michael D. Antonovich

Supervisor Gloria Molina Supervisor Yvonne B. Burke Supervisor Zev Yaroslavsky Supervisor Don Knabé

FROM: J. Tyler McCauley

Auditor-Controller

SUBJECT: GROUP HOME PROGRAM MONITORING REPORT - MICHELLE-

TRAVIS GROUP HOME, SITES 1, 2, AND 3

We have completed a review of Michelle-Travis Group Home Sites 1, 2, and 3 (Group Home or Agency). Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Michelle-Travis Group Home Sites 1, 2 and 3 are each six-bed facilities. Michelle-Travis Group Home Sites 1 and 3 provide care for boys ages 10-17 years who exhibit behavioral, social, and emotional difficulties. Michelle-Travis Group Home Site 2 provides care for girls ages 10-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Michelle-Travis Group Home Site 1 was providing services for six Los Angeles County DCFS children. Michelle-Travis Group Home Site 2 was providing services for five Los Angeles County DCFS children. Michelle-Travis Group Home Site 3 was providing services for five Los Angeles County DCFS children.

Michelle-Travis Group Homes are located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program

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Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. Each Group Home has deficient areas that need to be addressed.

All three Group Homes need to include the children's placement workers and the child in the development and update of the Needs and Services Plans (NSPs); and maintain comprehensive NSPs for all children that include short term and long term goals.

Michelle-Travis Group Home Site 1 needs to clean the stove/oven; and provide all children with the required minimum weekly allowance.

Michelle-Travis Group Home Site 2 needs to replace the worn living room sofas; and provide all children with the required minimum weekly allowance.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Patricia Cole, Executive Director, Michelle-Travis Group Home
Public Information Office
Audit Committee

Michelle-Travis Group Home Site 1 3911 Cherrywood Avenue Los Angeles, CA 90008 Phone: (323) 296-5254 License Number: 191800655

Rate Classification Level: 11

I. Facility and Environment

Method of assessment - Observation

Comments:

Michelle-Travis Group Home, Site 1, is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

Overall, the interior of the Group Home and common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the stove/oven is dirty.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

1. Michelle-Travis Group Home management clean and maintain a clean stove/oven at all times.

II. Program Services

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The placement workers and the child are not included in the development or the update of the Needs and Services Plans (NSPs). NSPs are current; however, they are not comprehensive, and do not include long and short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

- 2. Michelle-Travis Group Home management:
 - a. Include input from the placement workers and the child in the development and update of the NSPs.
 - b. Maintain NSPs that are comprehensive; specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

III. Educational and Emancipation Services

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment - Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment -Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

3. Michelle-Travis Group Home management provide children with the required minimum weekly allowance.

Michelle-Travis Group Home Site 2 3309 West 41st Street Los Angeles, CA 90008 Phone: (323) 292-6654 License No.: 191801259

Rate Classification Level: 11

I. Facility and Environment

Method of assessment - Observation

Comments:

Michelle-Travis Group Home, Site 2, is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the living room sofas are very worn.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

1. Michelle-Travis Group Home management replace the worn living room sofas.

II. Program Services

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The placement workers and the child are not included in the development or the update of the Needs and Services Plans (NSPs). NSPs are current; however, they are not comprehensive, and do not include long and short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services

Recommendations

- 2. Michelle-Travis Group Home management:
 - a. Include input from the placement workers and the child in the development and update of the NSPs.
 - b. Maintain NSPs that are comprehensive; specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

III. Educational and Emancipation Services

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment - Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment -Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

3. Michelle-Travis Group Home management provide children with the required minimum weekly allowance.

Michelle-Travis Group Home Site 3 4209 S. Hobart Blvd Los Angeles, CA 90062 Phone: (323) 291-6167

License No.: 198202988
Rate Classification Level: 11

I. Facility and Environment

Method of assessment - Observation

Comments:

Michelle-Travis Group Home, Site 3, is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The placement workers and the child are not included in the development or the update of the Needs and Services Plans (NSPs). NSPs are current; however, they are not comprehensive, and do not include long and short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

- 1. Michelle-Travis Group Home management:
 - a. Include input from the placement workers and the child in the development and update of the NSPs.
 - b. Maintain NSPs that are comprehensive; specific, measurable, attainable, realistic, time limited and include short term and long term goals for all children.

III. Educational and Emancipation Services

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment - Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment - Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment -Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

2. Michelle-Travis Group Home management provide children with the required minimum weekly allowance.

December 16, 2005

ATT: Candace Rhue, G. H. Audit Supervisor Department of Auditor-Controller Kenneth Hahn Hall of Administration 500 W. Temple Street, Room 515-A Los Angeles, CA 90012

RE: CAP for 11/16/05 Group Home Monitoring Report

AREAS NEEDIND ATTENTION.....CHERRYWOOD SITE

I. FACILITY AND ENVIRONMENT

Recommendations

1. Michelle Travis Group Homes, Inc. management clean the stove/oven and maintain it clean at all times.

PLAN OF CORRECTION IMPLEMENTED 12/10/05---

Currently the Assistant Administrator, Harry Fletcher, reviews staff documentation monthly. He has a form that he currently uses. At the beginning of this month an additional section was added to this review to include "facility & environment" issues, including the <u>stove/oven</u> as well—see attached. This review will be done at each site of our agency.

II. PROGRAM SERVICES

Recommendations

- 1. Michelle Travis Group Homes, Inc. management:
 - A. Include the children's placement workers in the development and updates of the NSP's.
 - B. Maintain Needs and Services Plans for all children that are comprehensive, specific, measurable, attainable, realistic, time limited and include short and long term goals.

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PLAN OF CORRECTION IMPLEMENTED 12/01/05---

- A. Currently the Administrator, Patricia J. Cole, completes and/or reviews the NSP's. When the CSW is not available to participate in the planning 'in person', the new procedure will add that the NSP's will be faxed to the CSW for review, comments and signature. If no response is received in 14 days, the NSP will be faxed a 2nd time to the CSW for input and signature. A note will also be added to the bottom of the NSP indicating the response from the CSW. During this process, the CSW will also receive a phone call to alert them to the need for the NSP to reviewed by them.
- B. Our treatment team was presented with the need for "measurability" to be included in our NSP's for residents.
 Although this discussion occurred shortly after the inception of the new contract, we were still developing a method to handle this. This was especially cumbersome due to the need to revise our method of data collection by line staff. We have made several adaptations to our daily log sheet which is where staff is able to indicate the behaviours that are being addressed.

Beginning 12/01/05, the goals on the NSP's correspond with the behaviours that are being documented on by line staff on a daily basis. Each resident's progress, or lack of, will be reviewed by their individual therapist on a monthly basis in order to determine the progress made towards goals, short and long-term, indicated of the current NSP.

The goals/behaviour changes for each teen will be specific, e.g., attends school; measurable, attends school 3 out of 5 days weekly; realistic/attainable, e.g. 'baby steps', attends school 3 days a week for a month, then 4 days a week for a month, etc.; and time-limited, e.g., 30 days, 60 days, 3 months.

VII. CLOTHING AND ALLOWANCE

Recommendation

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3. Michelle Travis Group Homes, Inc. management is to provide children with the appropriate minimum base allowance.

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PLAN OF CORRECTION IMPLEMENTED 11/18/05---

3. Laura Evans, facility manager does allowance for all three sites. She has reviewed the contract requirements and has updated all of her allowance forms on which the <u>base allowance</u> is documented. As of 11/18/05, all residents have been receiving the at least the minimum base allowance as specified in the new contract. Ms. Evans has also reviewed all previous allowance records since November 1, 2004, and has made a list of all residents who did not receive the minimum base allowance, which includes the amount of money owed to them. By December 31, 2005, all current residents on this list will have received all monies owed to them. By January 20, 2006, Ms. Evans will purchase money orders for all 'previous' residents on the list and mail it 'certified' to their CSW's with a note about what occurred.

AREAS NEEDIND ATTENTION.....41ST STREET SITE

I. FACILITY AND ENVIRONMENT

Recommendations

1. Michelle Travis Group Homes, Inc. management clean the stoye/oven and maintain it clean at all times.

PLAN OF CORRECTION IMPLEMENTED 12/10/05---

Currently the Assistant Administrator, Harry Fletcher, reviews staff documentation monthly. He has a form that he currently uses. At the beginning of this month an additional section was added to this review to include "facility & environment" issues, including the, stove/oven, condition of furniture, and adequacy of number of plates, bowls and cups/glasses as well—see attached. This review will be done at each site of our agency.

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II. PROGRAM SERVICES

Recommendations

- 2. Michelle Travis Group Homes, Inc. management:
 - A. Include the children's placement workers in the development and updates of the NSP's.
 - B. Maintain Needs and Services Plans for all children that are comprehensive, specific, measurable, attainable, realistic, time limited and include short and long term goals.

PLAN OF CORRECTION IMPLEMENTED 12/01/05---

- A. Currently the Administrator, Patricia J. Cole, completes and/or reviews the NSP's. When the CSW is not available to participate in the planning 'in person', the new procedure will add that the NSP's will be faxed to the CSW for review, comments and signature. If no response is received in 14 days, the NSP will be faxed a 2nd time to the CSW for input and signature. A note will also be added to the bottom of the NSP indicating the response from the CSW. During this process, the CSW will also receive a phone call to alert them to the need for the NSP to reviewed by them.
- B. Our treatment team was presented with the need for "measurability" to be included in our NSP's for residents. Although this discussion occurred shortly after the inception of the new contract, we were still developing a method to handle this. This was especially cumbersome due to the need to revise our method of data collection by line staff. We have made several adaptations to our daily log sheet which is where staff is able to indicate the behaviours that are being addressed.

Beginning 12/01/05, the goals on the NSP's correspond with the behaviours that are being documented on by line staff on a daily basis. Each resident's progress, or lack of, will be reviewed by their individual therapist on a monthly basis in order to determine the progress made towards goals, short and long-term, indicated of the current NSP.

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The goals/behaviour changes for each teen will be specific, e.g., attends school; measurable, attends school 3 out of 5 days weekly; realistic/attainable, e.g. 'baby steps', attends school 3 days a week for a month, then 4 days a week for a month, etc.; and time-limited, e.g., 30 days, 60 days, 3 months.

VII. CLOTHING AND ALLOWANCE

Recommendation

3. Michelle Travis Group Homes, Inc. management is to provide children with the appropriate minimum base allowance.

PLAN OF CORRECTION IMPLEMENTED 11/18/05---

3.Laura Evans, facility manager does allowance for all three sites. She has reviewed the contract requirements and has updated all of her allowance forms on which the base allowance is documented. As of 11/18/05, all residents have been receiving the at least the minimum base allowance as specified in the new contract. Ms. Evans has also reviewed all previous allowance records since November 1, 2004, and has made a list of all residents who did not receive the minimum base allowance, which includes the amount of money owed to them. By December 31, 2005, all current residents on this list will have received all monies owed to them. By January 20, 2006, Ms. Evans will purchase money orders for all 'previous' residents on the list and mail it 'certified' to their CSW's with a note about what occurred.

AREAS NEEDIND ATTENTION.....HOBART SITE

II. PROGRAM SERVICES

Recommendations

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reviewed by their individual therapist on a monthly basis in order to determine the progress made towards goals, short and long-term, indicated of the current NSP.

The goals/behaviour changes for each teen will be specific, e.g., attends school; measurable, attends school 3 out of 5 days weekly; realistic/attainable, e.g. 'baby steps', attends school 3 days a week for a month, then 4 days a week for a month, etc.; and time-limited, e.g., 30 days, 60 days, 3 months.

VII. CLOTHING AND ALLOWANCE

Recommendation

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PLAN OF CORRECTION IMPLEMENTED 11/18/05---

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Putricia J. Cole, LCSW

Director

* AUDIT * CHERRYWOOD

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AUDIT-PART 2

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IF OK, CHECK	REPAIR NEEDED?				